



June 27, 2014

To: Executive Board

Subject: **April Performance Indicators Report**

Recommendation

Receive and file the April Performance Indicators Report.

Summary

This performance indicators report provides an analysis of Foothill Transit's nine key indicators for April 2014. Data is collected from a variety of sources such as the fareboxes on buses, contractor reported data, and financial performance data.

In April 2014, Foothill Transit met seven of nine key performance indicators. The indicators met for the month are: preventable accidents; miles between service interruptions; average hold time; boardings per vehicle service hour; average weekday boardings; farebox recovery ratio; and average cost per vehicle service hour.

System performance is summarized below. Further detail on each performance measure follows in the analysis section of this item.

- **Boardings** – Overall boardings recorded by the farebox for April 2014 was 1.3 million boardings – a four percent increase over April 2013.
- **Fare Revenue** – Total fare revenue for April 2014 was \$1.6 million, resulting in an average fare of \$1.25 per boarding.
- **Operating Expenses** – Total operating expenses for April 2014 were \$5.5 million, resulting in an average cost per service hour of \$92.13. Total operating expenditures are four percent higher compared to April 2013 figures.
- **Accidents** – There were four preventable accidents recorded in April 2014 for an average of 0.34 preventable accidents per 100,000 miles. This is a 45 percent improvement over the accident rate recorded in April 2013.
- **Customer Complaints** – Foothill Transit received 13.87 complaints per 100,000 boardings in April.
- **Schedule Adherence** – In April 2014, 82.1 percent of all trips recorded arrived on time. This is a five percent improvement from April 2013.



Analysis

In order to accomplish its mission, Foothill Transit focuses on the following goals:

- 1) Operate a safe transit system.
- 2) Provide outstanding customer service.
- 3) Operate an effective transit system.
- 4) Operate an efficient transit system.

Attachments A - L show the performance indicators used to determine Foothill Transit's progress toward achieving these goals for fiscal year 2014.

Overall System Performance

Foothill Transit's overall system performance is based on several key indicators. These include total monthly ridership, vehicle service hours, fare revenues, and total operating expenses incurred throughout the quarter.

Attachment A summarizes system goals and performance indicators. Attachment L provides additional operations-related performance measures.

Total Boardings and Total Revenues

In April 2014, Foothill Transit buses carried 1.3 million boardings. Year-to-date, boardings have increased three percent over the previous year for a total of 12.1 million boardings. Compared to April 2013, Line 486 ridership increased 13 percent in April 2014, while Silver Streak ridership increased 10 percent. Lines 289, 284, 195, and 699 also carried a significantly increased number of boardings. This demonstrates the continued success of recent service improvements and the Class Pass and Silver2Silver initiatives.

The total recorded fare revenue in April 2014 was \$1.6 million. Year-to-date, the agency has collected \$15.6 million in fare revenue, a two percent increase over last year's performance. The increase is due to Measure R fare subsidies for the Class Pass program that began to be recorded in January 2014.

Attachment B shows total boardings and revenue for the past 12 months.

Goal 1: Operate a Safe Transit System

Foothill Transit's primary goal is to operate a safe transit system. The agency measures system safety with the number of preventable accidents incurred for every 100,000 miles of vehicle operation.

Preventable Accidents per 100,000 Miles

Foothill Transit has adopted a standard of 0.60 preventable accidents per 100,000 miles for this fiscal year. In April 2014 there were a total of four preventable accidents, for an



average of 0.34 preventable accidents per 100,000 miles. Year-to-date there has been 0.50 accidents per 100,000 miles on the Foothill Transit system. The monthly and year-to-date safety performances are both improvements over last year.

Attachment C provides a summary of preventable accidents per 100,000 miles.

Goal 2: Provide Outstanding Customer Service

Foothill Transit measures this goal by monitoring the following categories: schedule adherence, average miles between service interruptions, complaints per 100,000 boardings, and average hold time.

Schedule Adherence

Foothill Transit has adopted a goal of 90 percent schedule adherence for this fiscal year. In April 2014, the agency achieved an average of 82.1 percent on-time performance on all lines. This remains below the performance target, but represents a five percent improvement over last April.

Foothill Transit continues to use the *SMARTBus* system to monitor on-time performance. Quality Assurance staff have been closely monitoring the *SMARTBus* system and working with the operations contractors to ensure that bus service runs on schedule. In November 2013, the agency implemented new bus schedules that better match current traffic patterns, which contributed to the improvement in schedule adherence. Staff continue to analyze schedule adjustments to optimize on-time performance and have identified further schedule improvements. These schedule changes were implemented on June 1, 2014.

Attachment D charts schedule adherence over the last 12 months. Please note that schedule adherence for March 2014 was previously underreported as 79.7 percent due to a calculation error. The actual schedule adherence for March 2014 was 81 percent. This correction is reflected in the attachments.

Average Miles Between Service Interruptions

In April 2014, Foothill Transit averaged 18,893 miles between service interruptions. This is a 47 percent improvement over April 2013. This indicator reflects customer delays resulting from mechanical service interruptions and measures the overall performance of First Transit's maintenance departments. Year-to-date, Foothill Transit has averaged 16,919 miles between service interruptions, meeting the performance target of 15,000 miles between service interruptions.

Attachment E compares the average miles between service interruptions with our performance standard.



Complaints per 100,000 Boardings

In April 2014, Foothill Transit received 13.87 complaints per 100,000 boardings. While this is higher than the performance target of 10.25 complaints per 100,000 boardings, it is a significant improvement over the number of complaints received earlier this fiscal year.

Of the 179 complaints received in April 2014, 41 percent were related to schedule adherence and 35 percent were related to courtesy. Foothill Transit's management team and service contractors continue to target both of these areas, particularly on the Silver Streak. In April, the Silver Streak received the most complaints at 20, but also the most compliments at six. As mentioned above, the schedule change implemented in November 2013 significantly improved schedule adherence, and further progress is anticipated after the June service change.

Attachment F provides a summary of complaints per 100,000 boardings.

Average Hold Time

Phone systems at our five Transit Stores and our administrative offices provide data on call volumes and times so that facilities can be staffed accordingly. The recorded average hold time of 15 seconds in April 2014 is well below the performance target of 45 seconds.

In response to increasing call hold times in the first quarter of this fiscal year, Veolia increased customer service staffing and employee training to ensure that calls are answered in a timely manner. The IT department also installed a new phone system in February 2014 to improve call reliability. Foothill Transit's management team continues to work closely with the Veolia team to improve customer service.

Attachment G provides a summary of average hold time.

Goal 3: Operate an Effective Transit System

Foothill Transit measures service effectiveness by monitoring boardings per vehicle service hour and average weekday boardings.

Boardings per Vehicle Service Hour

Foothill Transit buses averaged 21.7 boardings per vehicle service hour in April 2014. This is above the fiscal year performance target of 19.1 but is slightly less than the April 2013 figure of 22.6 boardings per vehicle service hour. The operation of eight percent more service hours this month as compared to April 2013 affects this indicator.

Attachment H shows the trend of this performance indicator.



Average Weekday Boardings

The FY 2014 performance target for average weekday boardings is 49,250 boardings. In April 2014, the agency averaged 50,829 boardings per weekday. This meets the performance target and is a four percent improvement over April 2013.

Year to date, Foothill Transit buses are averaging 48,441 weekday boardings. While this is a three percent increase over last year, it is slightly under the performance target, due to the significant drop in weekday ridership during the winter holiday period.

Attachment I, Average Weekday Boardings, shows the history of this indicator.

Goal 4: Operate an Efficient Transit System

Foothill Transit measures its overall efficient use of available resources by monitoring the average cost per vehicle service hour and farebox recovery ratio.

Farebox Recovery Ratio

The farebox recovery ratio is calculated by dividing total fare revenues by total operating expenses. The April 2014 farebox recovery ratio was 29.45 percent. This is a two percent increase over the same month last year, as well as a significant improvement over farebox recovery earlier this fiscal year. Year-to-date farebox recovery is at 29.24 percent, nearly flat compared to last year's year-to-date figure of 29.37 percent.

Attachment J, Farebox Recovery Ratio, shows the trend for this indicator.

Average Cost per Vehicle Service Hour

The agency's average cost per vehicle service hour this quarter was \$92.13, which meets the fiscal year target of \$98.59. This is four percent less than last year's average cost per service hour figure of \$96.00. The year-to-date cost per vehicle service hour figure of \$91.58 for FY 2014 is also four percent lower than the \$95.14 figure for FY 2013.

Attachment K, Average Cost per Vehicle Service Hour, charts this indicator.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Sarah Tseng'.

Sarah Tseng
Quality Assurance Analyst

A handwritten signature in blue ink, appearing to read 'Doran J. Barnes'.

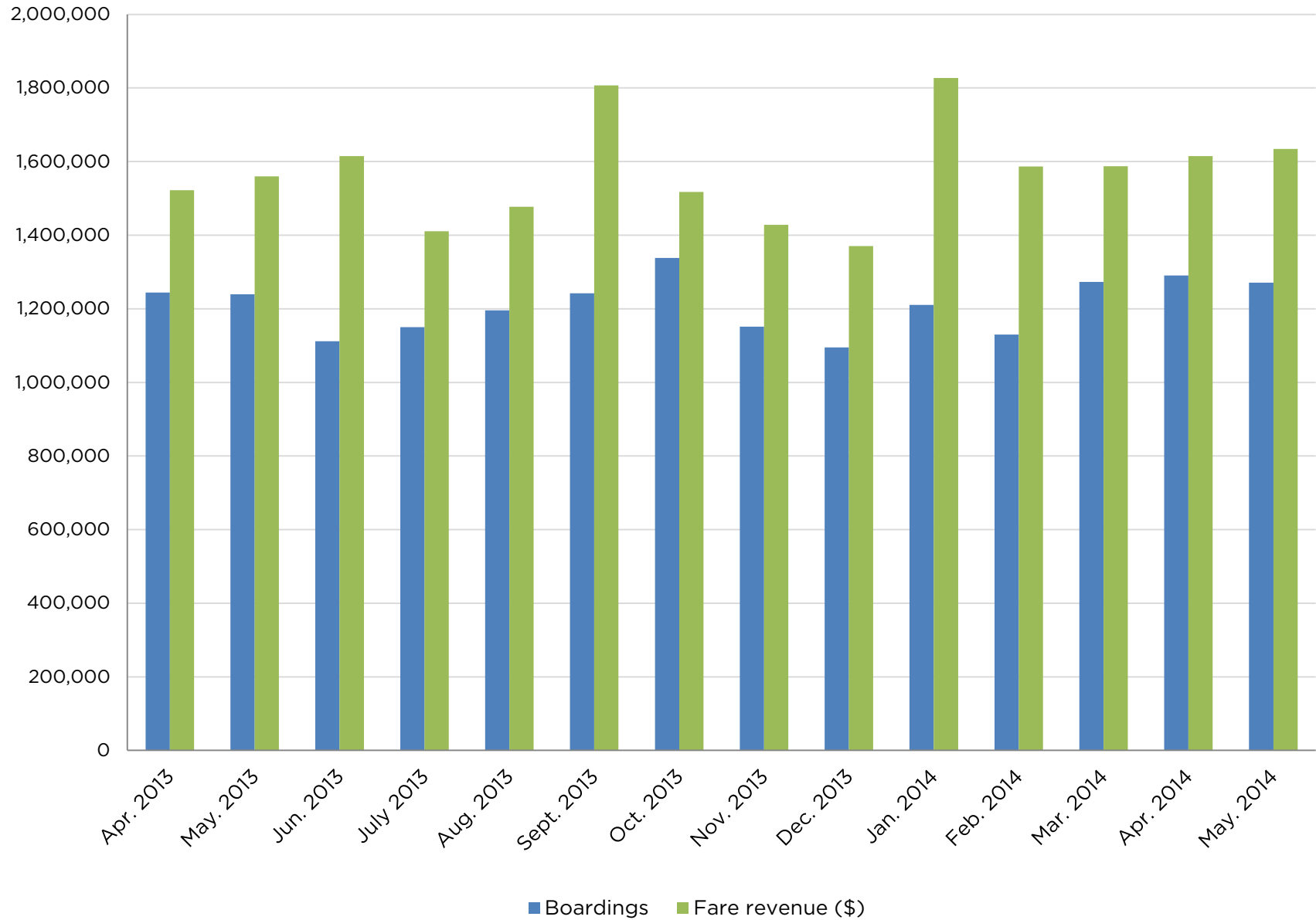
Doran J. Barnes
Executive Director

Attachment A1: Foothill Transit Key Performance Indicators April 2014

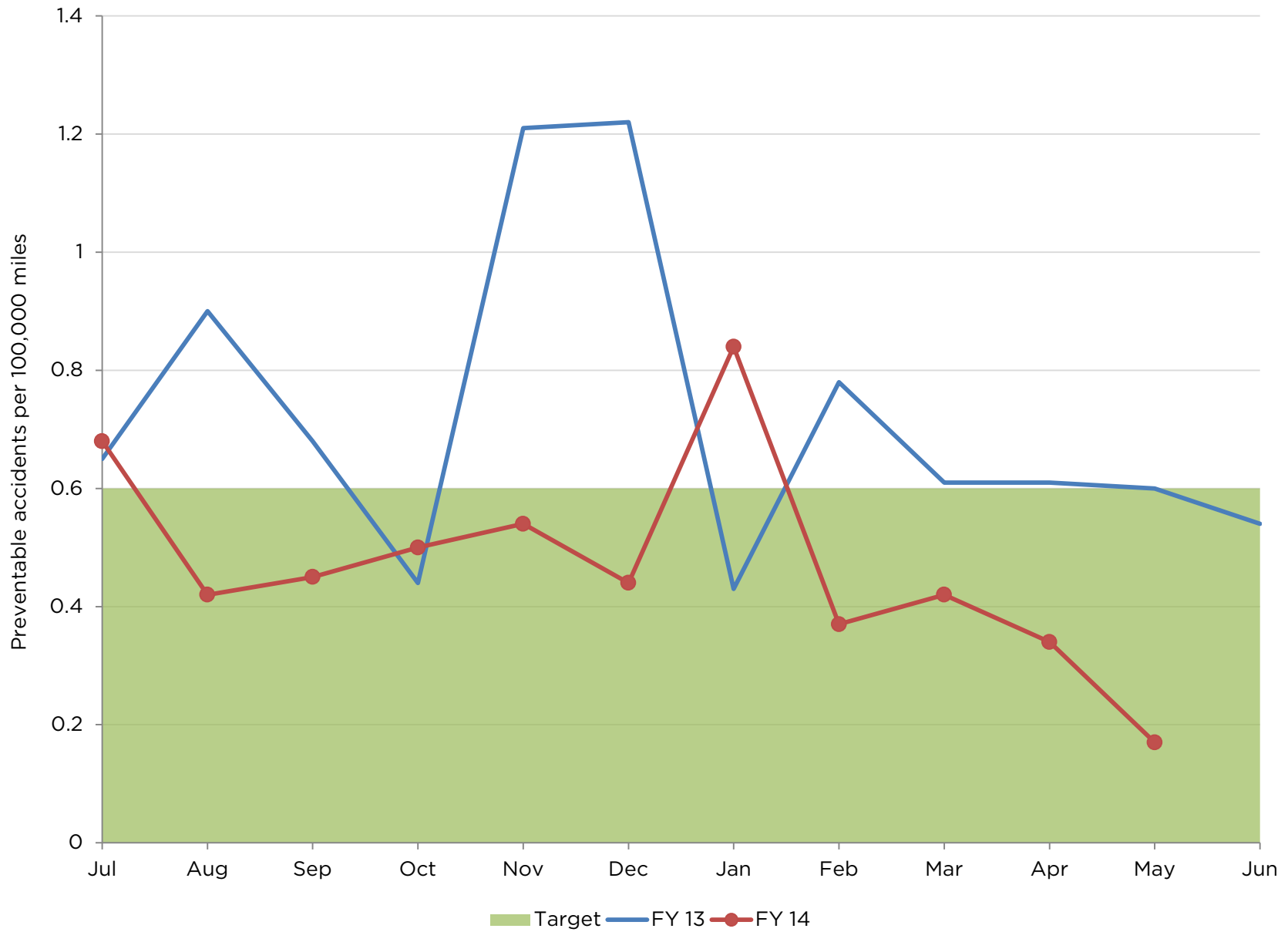
Goal	Performance indicator	Attachment	April 2014	Met target?	Same month last year	% improvement over same month last year	FY 2014 YTD	Met target?	FY 2013 YTD	% YTD improvement	Performance target
Overall system performance	Total boardings	B	1,290,521	-	1,243,853	4%	12,076,213	-	11,728,317	3%	
	Vehicle service hours		59,524	-	55,099	8%	584,166	-	546,434	7%	
	Total fare revenue	B	\$1,615,212	-	\$1,522,409	6%	\$15,643,676	-	\$15,267,721	2%	
	Total operating expense		\$5,483,851	-	\$5,289,640	(4%)	\$53,500,438	-	\$51,989,688	(3%)	
Safety	Preventable accidents per 100,000 miles	C	0.34	Yes	0.61	45%	0.50	Yes	0.75	33%	≤ 0.60
Customer service	Schedule adherence	D	82.1%	No	78.2%	5%	77.7%	No	73.9%	5%	≥ 90%
	Miles between service interruptions	E	18,893	Yes	12,879	47%	16,919	Yes	16,739	1%	≥ 15,000
	Complaints per 100,000 boardings	F	13.87	No	8.28	(68%)	15.40	No	11.43	(35%)	≤ 10.25
	Average hold time (seconds)	G	15	Yes	42	65%	35	Yes	42	17%	≤ 45
Effectiveness	Boardings per vehicle service hour	H	21.7	Yes	22.6	(4%)	20.7	Yes	21.5	(4%)	≥ 19.1
	Average weekday boardings	I	50,829	Yes	48,848	4%	48,441	No	46,966	3%	≥ 49,250
Efficiency	Farebox recovery ratio	J	29.45%	Yes	28.78%	2%	29.24%	Yes	29.37%	(0%)	≥ 25.83%
	Average cost per vehicle service hour	K	\$92.13	Yes	\$96.00	4%	\$91.58	Yes	\$95.14	4%	≤ \$98.59

Red = did not meet target

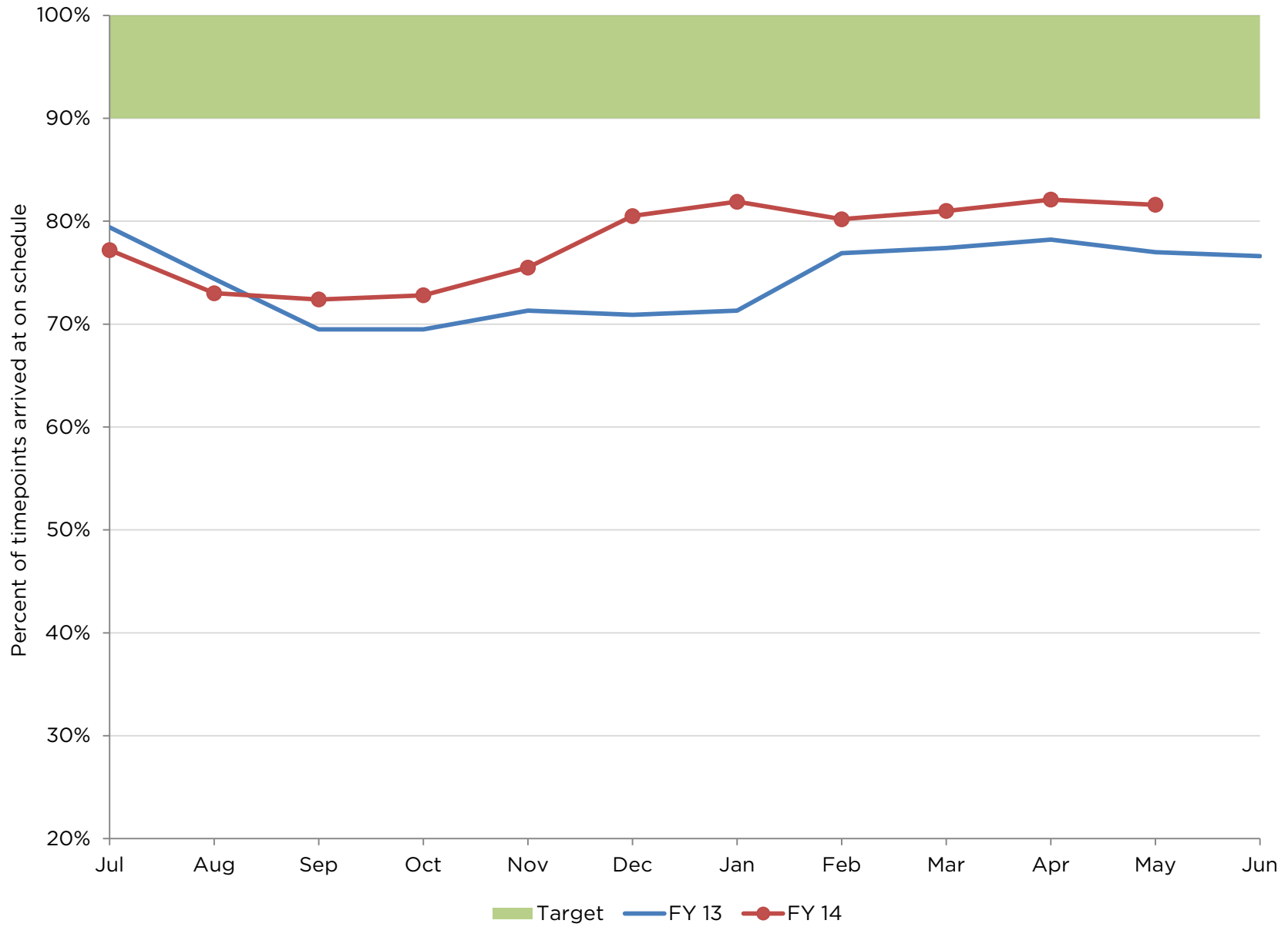
Attachment B: Total Boardings vs. Fare Revenue Foothill Transit FY 2013-14



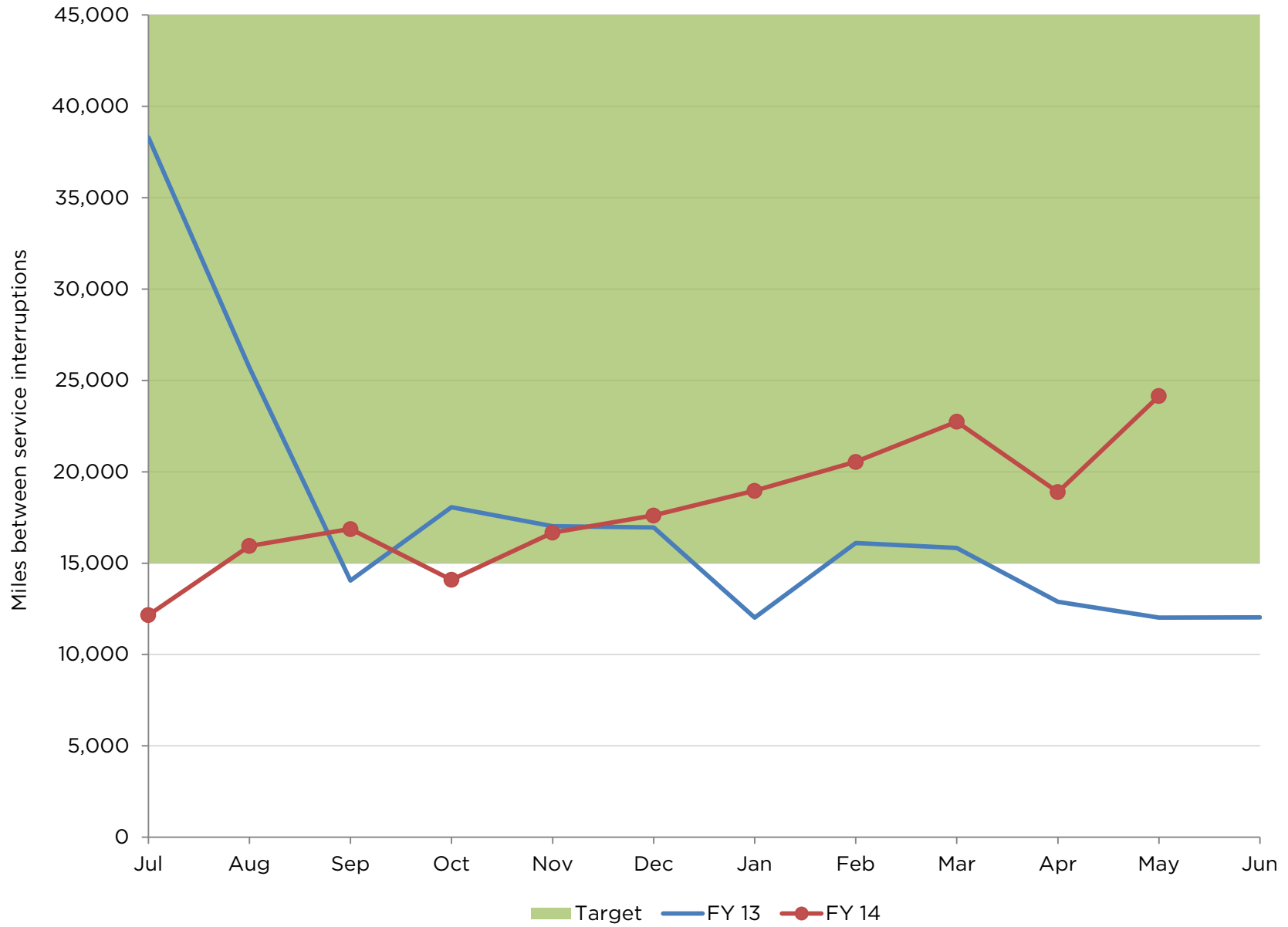
Attachment C: Preventable Accidents per 100,000 Miles
Foothill Transit FY 2013-14



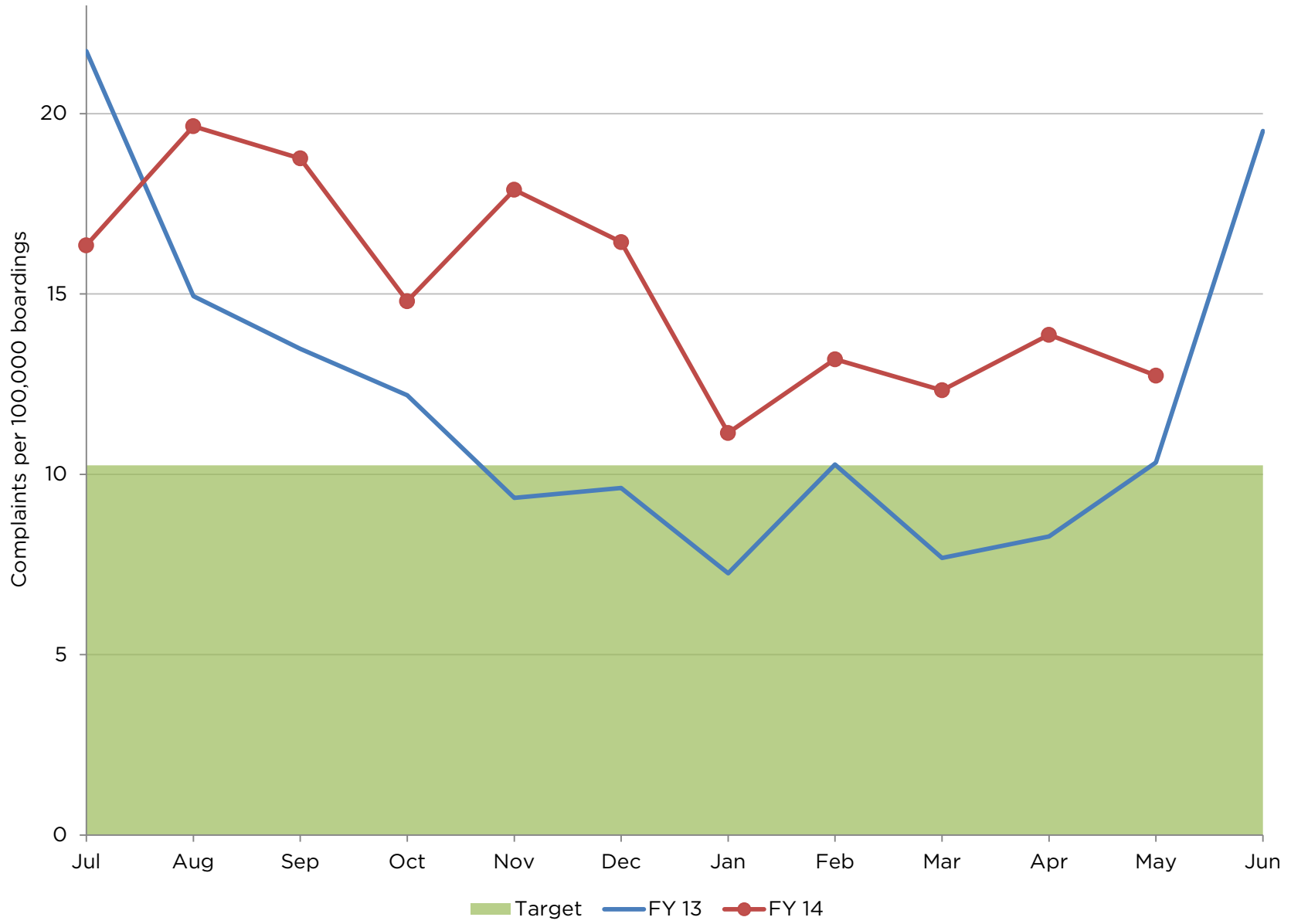
Attachment D: Schedule Adherence Foothill Transit FY 2013-14



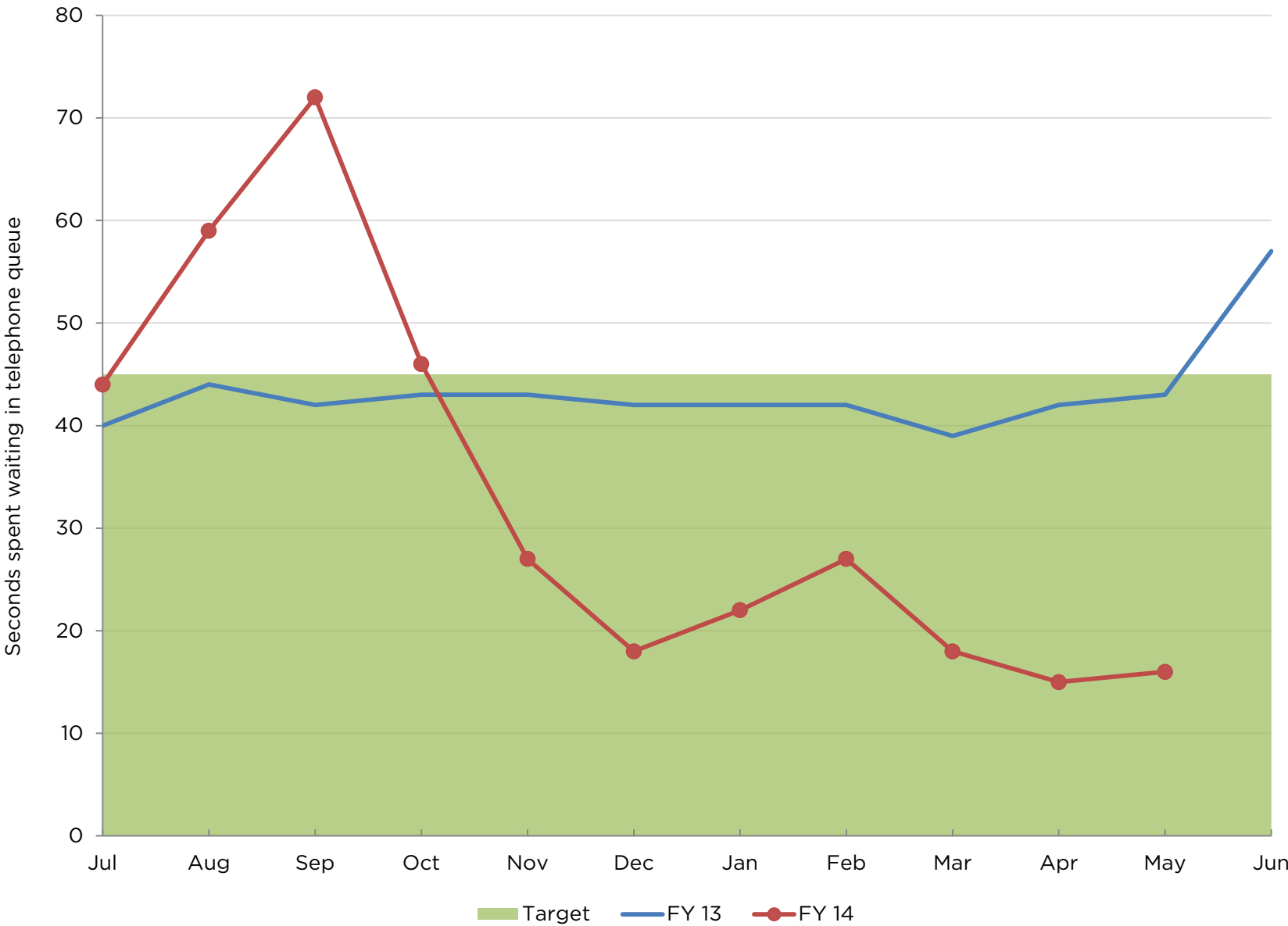
Attachment E: Average Miles Between Service Interruptions Foothill Transit FY 2013-14



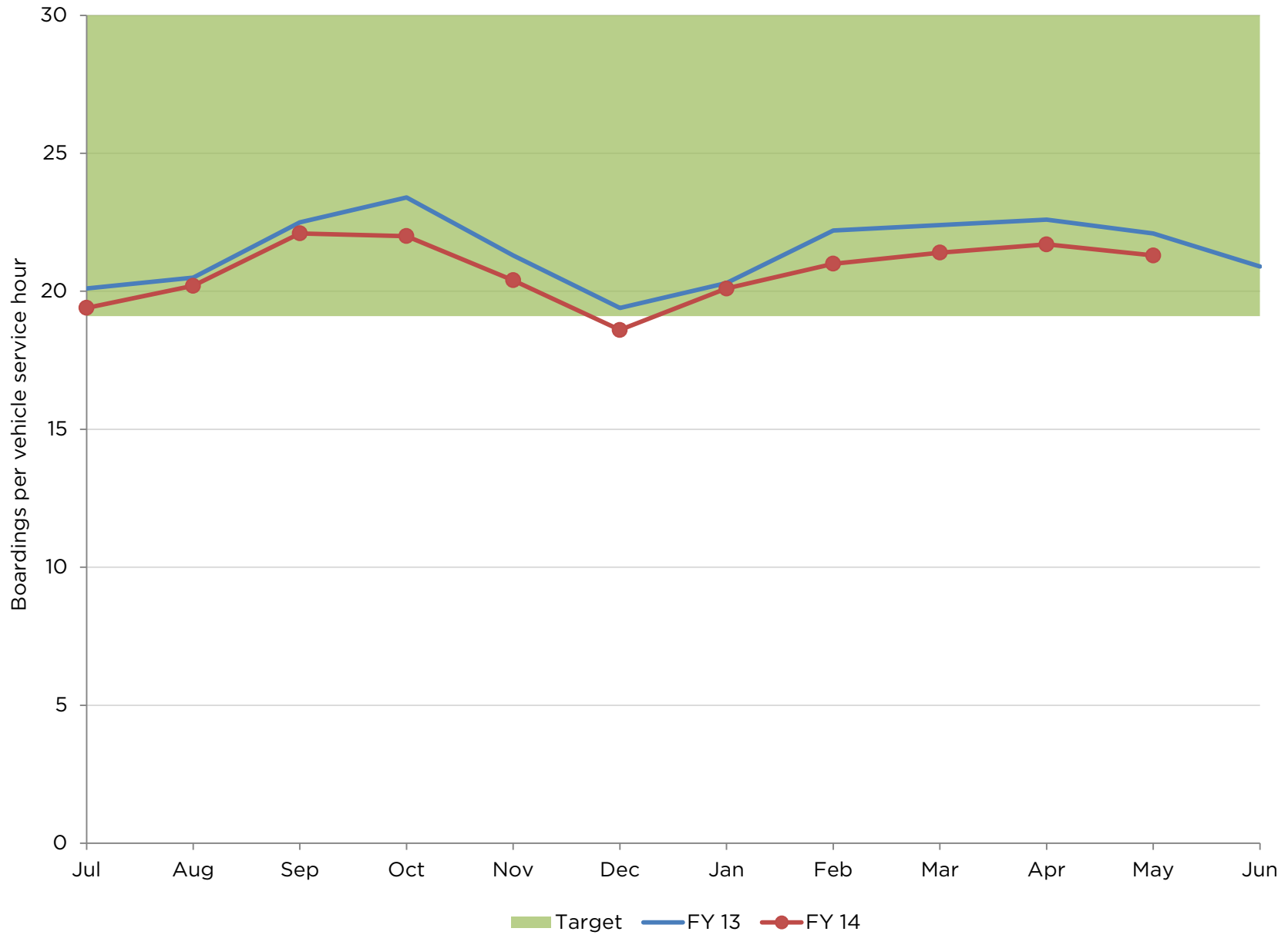
Attachment F: Complaints per 100,000 Boardings
Foothill Transit FY 2013-14



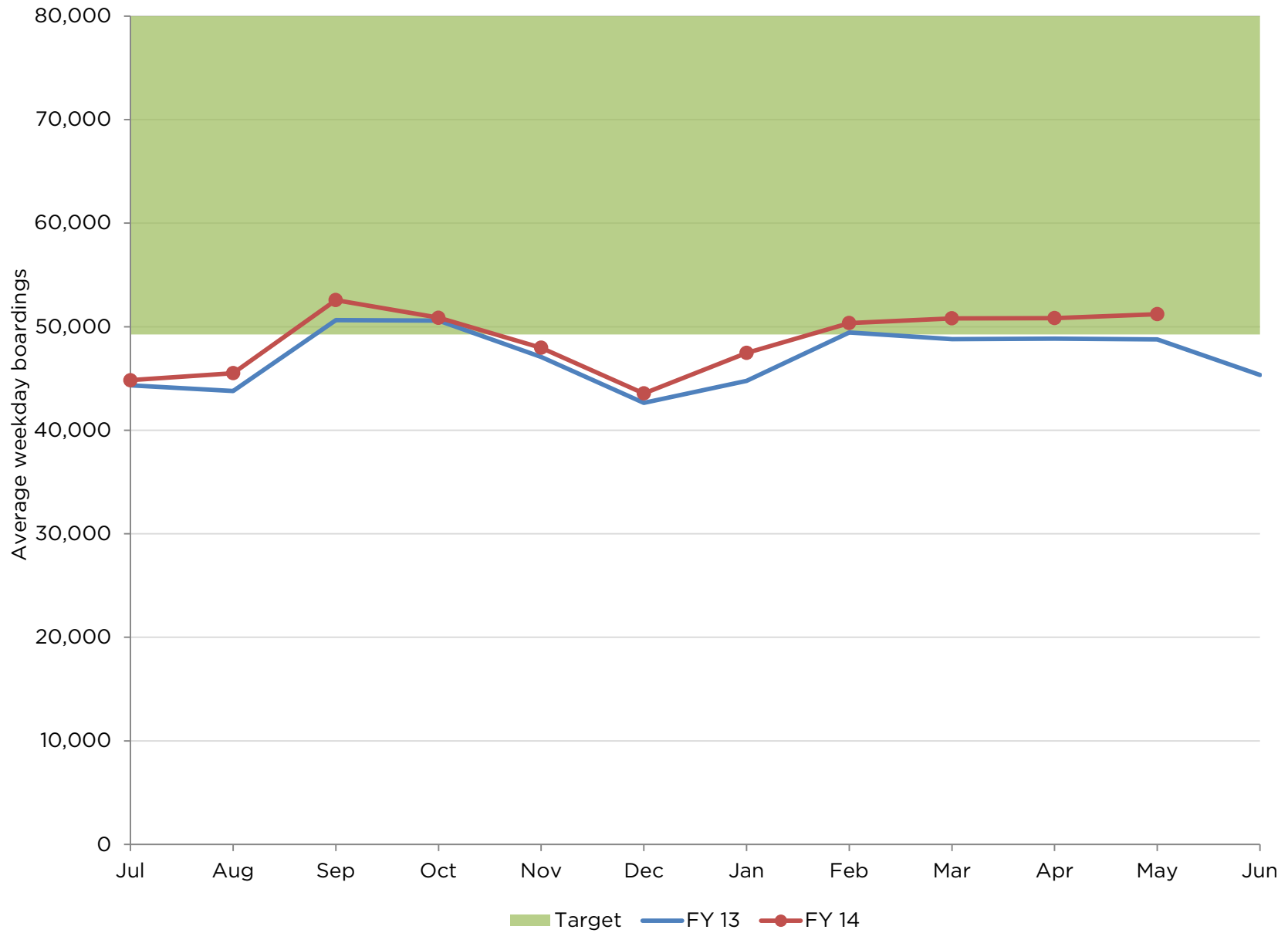
Attachment G: Average Hold Time
Foothill Transit FY 2013-14



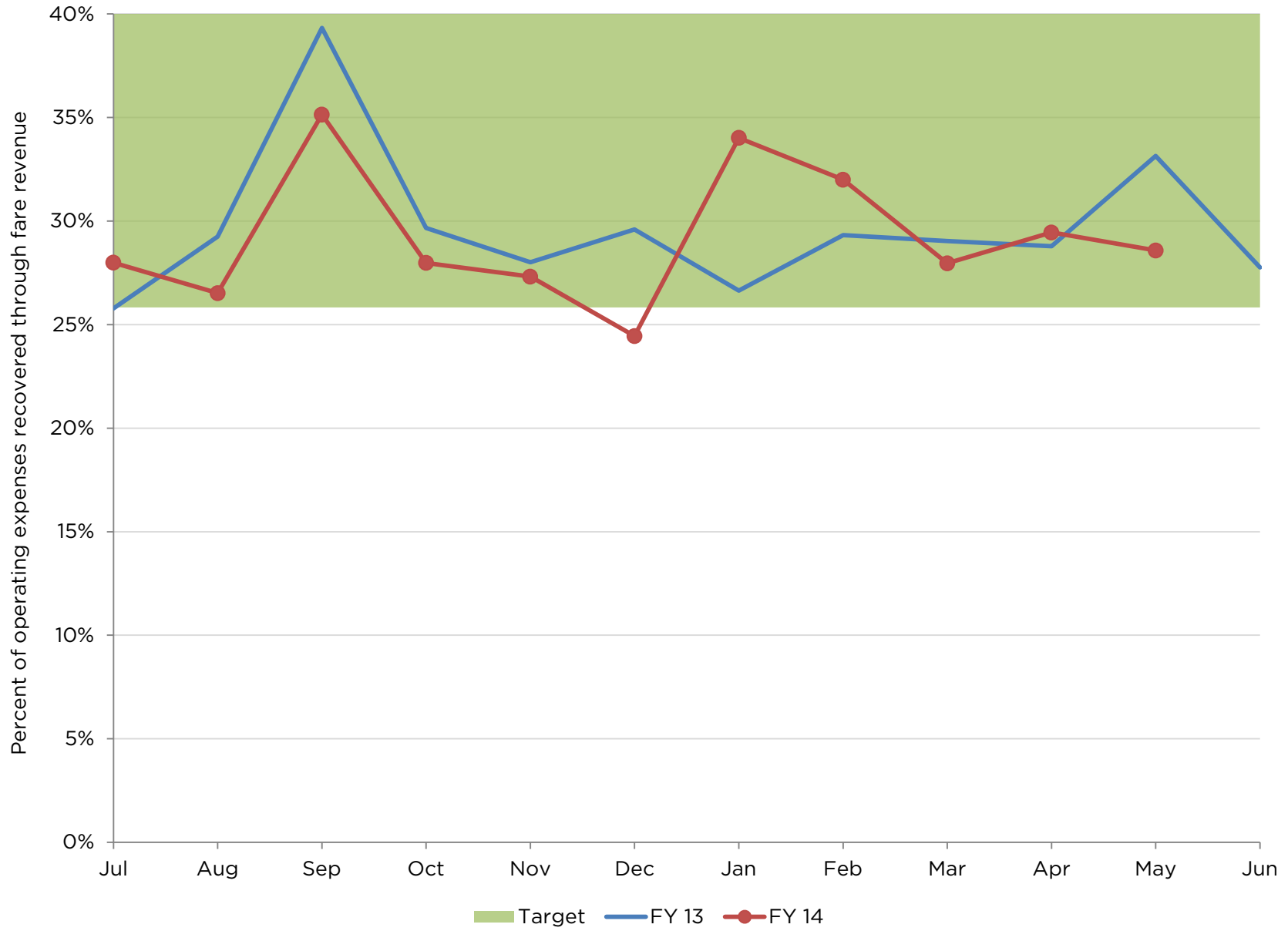
Attachment H: Boardings per Vehicle Service Hour Foothill Transit FY 2013-14



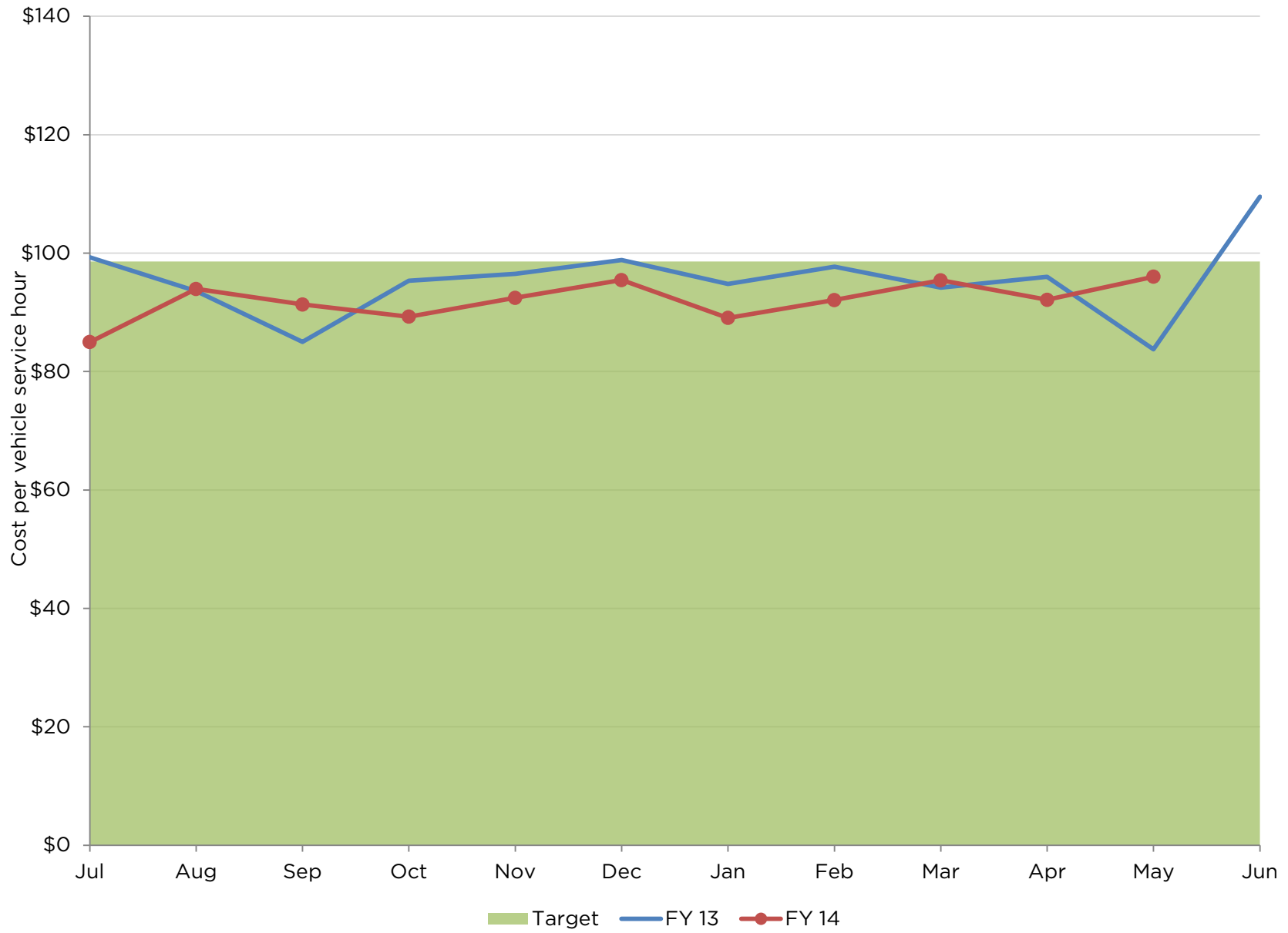
Attachment I: Average Weekday Boardings Foothill Transit FY 2013-14



Attachment J: Farebox Recovery Ratio Foothill Transit FY 2013-14



Attachment K: Average Cost per Vehicle Hour Foothill Transit FY 2013-14



Attachment L1: Foothill Transit Operations Report April 2014

Goal	Performance indicator	April 2014	Met target?	Same month last year	% improvement over same month last year	FY 2014 YTD	Met target?	FY 2013 YTD	% YTD improvement	Performance target
Operations	Average fare per boarding	\$1.25	No	\$1.22	2%	\$1.30	No	\$1.30	(0%)	≥ \$1.33
	Average cost per boarding	\$4.25	Yes	\$4.25	0%	\$4.43	Yes	\$4.43	0%	≤ \$5.16
	Average subsidy per boarding	\$3.00	Yes	\$3.03	1%	\$3.13	Yes	\$3.13	(0%)	≤ \$3.83
	Total vehicle miles	1,190,273	-	1,146,253	4%	11,589,327	-	10,964,336	6%	
	Vehicle service miles	910,632	-	871,141	5%	8,844,621	-	8,457,306	5%	
	Total vehicle hours	80,272	-	74,914	7%	778,346	-	719,206	8%	
	In-service speed (mph)	15.3	-	15.8	(3%)	15.1	-	15.5	(2%)	
	Boardings per vehicle service mile	1.42	-	1.43	(1%)	1.37	-	1.39	(2%)	

Red = did not meet target